

## 5 FAM 130 IT PERFORMANCE MEASURES

(CT:IM-140; 05-15-2013)  
(Office of Origin: IRM/BMP/GRP/GP)

### 5 FAM 131 GENERAL POLICIES

(CT:IM-140; 05-15-2013)

- a. Performance measures are benchmarks for evaluating efficiency, effectiveness, and results to support the organization's accomplishment of its mission, goals, and objectives. The Department must meet strategic and performance goals that reflect the mission, goals, and objectives as presented in the strategic plan for the Department and the U.S. Agency for International Development (USAID).
- b. As required by the Government Performance and Results Act (GPRA) of 1993, the GPRA Modernization Act (GPRAMA) of 2010, and the Clinger-Cohen Act, the Department must also prescribe performance measurements for information technology (IT) used by, or acquired for, the Department. In addition, these measurements must indicate how well the IT supports the Department's programs (see 40 U.S.C. 11313; see also 31 U.S.C. 1115(a)). This includes implementing an IT performance measurement plan that includes a process that is directly linked to decision-making activities, and uses performance metrics (defined in 5 FAM 674) for "business results" to evaluate how well IT program goals are met.
- c. All Department organizations must use the most current Performance Reference Model (PRM) developed by the Office of Management and Budget (OMB) as a guide to develop the appropriate performance measures for monitoring and comparing IT investments across the Federal Government.
- d. All Department IT managers must provide annual performance baselines for IT programs and projects and develop specific measurable improvements to those baselines that will be used to measure the progress achieved towards annual program performance goals. These goals are specified in the appropriate mission, bureau, and joint performance plans.
- e. All Department IT managers must adhere to reporting requirements for IT performance measures initiated through the Department's electronic Capital Planning and Investment Control Program (CPIC) system, which is managed by the Electronic Government Program Management Office (E-Gov PMO).
- f. All Department IT managers and system owners are responsible for developing performance measures to improve the accountability of IT investments.

## 5 FAM 132 SCOPE AND AUTHORITY

(CT:IM-140; 05-15-2013)

- a. This policy applies to all Department of State IT entities, programs, and investments. *The Department of State and USAID measure progress, results, and report performance against the new Joint Strategic Goal Framework. In accordance with GPRM\GPRAMA, both State and USAID update the agencies' Joint Strategic Plan.*
- b. The Office of Management and Budget (OMB) mandates that all agencies comply with the legislative requirements for overall agency performance and accountability for achieving business results and overall success.
- c. The legislative authorities for this policy are in 5 FAM 113.

## 5 FAM 133 WHO IS RESPONSIBLE FOR IT PERFORMANCE MEASURES?

(CT:IM-140; 05-15-2013)

Specific roles and responsibilities for IT performance measures are included in 5 FAM 115. These responsibilities must be carried out to fulfill the strategic goals and objectives in 5 FAM 131, *paragraph c.*

## 5 FAM 134 WHY MUST IT PERFORMANCE MEASURES BE IMPLEMENTED?

(CT:IM-140; 05-15-2013)

The Department must ensure that IT performance measures are applied to all management programs and processes with an IT investment (e.g., budget, financial, acquisition, security, earned-value management) so that management decisions are sound and departmental strategic goals are accomplished.

## 5 FAM 135 THROUGH 139 UNASSIGNED